

ANNUAL REPORT

FISCAL YEAR 2020



Mending Hearts

RESTORING WOMEN. RECLAIMING LIVES.

MISSION

Mending Hearts mission is to provide shelter, hope and healing to women who may be homeless due to addiction and co-occurring mental health disorders. We offer a full continuum of care from medical detox to residential therapeutic treatment all the way through community re-integration. Unlike most residential rehabilitation centers whose programs are 30 days, Mending Heart's average length of stay is 3-6 months. This provides the time and support necessary to address underlying traumas and triggers to help prevent relapses. Mending Hearts has never turned a woman away for her inability to pay for treatment.



MESSAGE FROM THE CHAIRPERSON AND CEO

A YEAR OF RESILIENCE



Elizabeth Baumgarten



Trina Frierson

2020 has been a challenging year for everyone, particularly for nonprofit organizations. In the age of COVID-19, nonprofits are seeing donations drop, doors close, and cash reserves dwindle. Together with the uncertainty and demands the pandemic has forced on us, it has been a worrying time. But it's also a time of opportunity and resilience – Mending Hearts has reimaged itself to become a better organization and thrive during this crisis.

The theme of resilience is exemplified through the women of Mending Hearts fighting to regain their lives. While working the recovery process, many of our women lost jobs during the pandemic but quickly bounced back by finding other sources of employment. Even though many nonprofits had to close during this trying time, Mending Hearts continued to thrive during the pandemic by never shutting down. In a struggling COVID economy, Mending Hearts experienced lower funding: we were forced to cancel our only large fundraiser, individual giving decreased, and there was less grant funding available due to city/state revenue declines. The pandemic forced Mending Hearts to get creative by finding alternative revenue sources through applying for and receiving a PPP loan and COVID relief grants and funds. As we've seen during this pandemic, crises force organizations to think creatively about new ways to engage and serve constituents. Mending Hearts demonstrated this through the following accomplishments:

- Opened a new Medical Detox unit
- Started a new Medication-Assisted Treatment (MAT) program
- Opened three new homes for the women, increasing our capacity to 110 beds
- Rehabilitated several of the housing and clinical units

As we look forward to 2021, we are excited for the year ahead. Our goals for the new year will enable Mending Hearts not only to continue to survive the pandemic but, more importantly, thrive and become an even stronger and resilient organization. Our 2021 plans include:

- Tear down and build a new home on Albion Street
- Increase the number of Intensive Outpatient classes
- Offer a new Partial Hospitalization Program and an additional Intensive Outpatient Program for non-residential women allowing us to serve more women
- Increased focus on building our alumni program to provide continuing support once women have left the Mending Hearts Program

It's been an honor to serve this amazing organization. We look forward to expanding our services to help even more Middle TN women who are trying to reclaim their lives and families from addiction.

Sincerely,

Elizabeth Baumgarten
Chairperson of the Board

Trina Frierson
CEO



“

I had been through several programs unsuccessfully before I came to Mending Hearts. I succeeded here because of the long-term nature of the program. I focused on my recovery surrounded every day with the support of women and love before transitioning back into the world. “

RACHEL'S RECOVERY

Rachel's recovery was a long, painful road caused by addiction. She began excessively using alcohol and pills, which then grew to heroin and meth. Rachel was stealing from family members, leaving her children behind, and found herself incarcerated multiple times. Her life was declining rapidly and affecting those that she loved.

After an 8-year prison sentence and losing custody of her children, Rachel had a final chance to turn her life around when she arrived at Mending Hearts. She found the long-term care she needed to maintain her sobriety. Rachel credits Mending Hearts' therapy, peer-support, and teaching of life skills, as to how she is now 2 1/2 years sober.

Rachel is currently a case manager working in the Treatment Center at Mending Hearts. She is one of the first staff members our incoming women interact with when they enter treatment. Rachel plays a vital role in helping women who come into our program by guiding them through their recovery process from a place of real understanding. Rachel is currently in school to become a licensed substance abuse counselor. She has regained a relationship with her children and family and now has the independence of financial stability and her own home and car. Rachel is a beautiful reminder that we can never give up on the women in our community who struggle with addiction.



SURVIVING A GLOBAL PANDEMIC

Like the rest of the world, Covid has presented Mending Hearts with an abundance of challenges this year. With our women living together while still working in the community each day, we had to immediately implement protocols to minimize the chance of Covid spreading across our campus. Taking temperatures and mask-wearing became a daily routine. We reduced Group Meetings and Intensive Outpatient Therapy classes in size, which meant the staff doubled or tripled the number of sessions they had to facilitate. Many of our women work in the food industry, which was particularly hard hit, and many lost their jobs. We had to cancel our annual breakfast, our only large fundraiser of the year. Grant funding from the state and Metro was reduced due to decreased tax revenues caused by the pandemic. Many volunteer groups who are the lifeblood of our campus were unable to come due to Covid concerns. And the list goes on...

But those challenges did not defeat us. While many organizations slowed down or closed their doors to new intakes because of Covid, our doors remained open to any woman needing our help. The staff and the women rallied together to support and encourage each other. Our team stepped up by taking on additional group and therapy sessions while still maintaining their daily workload. Our women who lost jobs rebounded and found new jobs. All of the women who lost jobs due to Covid are now employed again. The hole in our budget from canceling our only fundraiser and the reduction in grant funding was minimized by our finance and development departments' resourcefulness. We applied through our bank and received a Payroll Protection Program (PPP) loan. We wrote grant after grant for Covid relief funding. We reached out to some of our very generous donors who helped cover some of the expenses related to our Covid supplies. It took lots of flexibility and constant adjustments, but we survived. Resilience is in Mending Heart's DNA.

COMPLETING OUR FULL CONTINUUM OF CARE

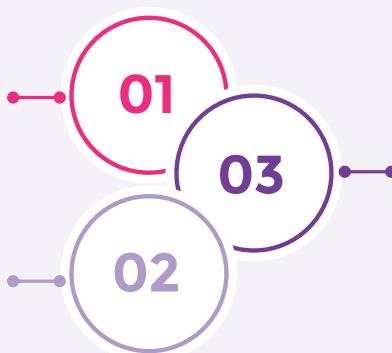
Mending Hearts added the final two pieces of our continuum of care program; we opened a Licensed Medical Detox Unit and started a Medication-Assisted Treatment (MAT) program. The Medical Detox Treatment Center allows us to help women in active addiction with substances whose withdrawals can be life-threatening. Our four-bed unit will enable us to take women straight into our program versus detoxing at an outside facility before coming to Mending Hearts. Medical detox revolves around three components:

EVALUATION

Measuring the level of drugs in their system, screening for co-occurring mental and physical health conditions, and evaluating their psychological and social situation to determine the appropriate treatment level after detoxification.

STABILIZATION

Assisting the client through acute intoxication and withdrawals to a medically stable and substance-free state.



FOSTERING THEIR ENTRY INTO RESIDENTIAL TREATMENT CENTER

Preparing the client to transition into long-term treatment emphasizing the importance of completing the full program.

Mending Hearts opened our Medication-Assisted Treatment program to help treat opioid and alcohol addiction by reducing withdrawal symptoms and preventing relapse. Studies validate the importance of MAT programs by reporting the alarming rates of relapse with opiate addiction compared to other drugs. One study reported a relapse rate of up to 91% in opiate addicts, indicating that the risk for relapse could be higher for opiate addiction than it is for other drug addictions.¹

MAT programs use FDA-approved medications in combination with counseling and behavioral therapies to provide a holistic approach to the treatment of substance abuse disorders. MAT's primary use is for addiction to opioids such as heroin and prescription pain relievers containing opioids. These medications block the euphoric effects of alcohol and opioids and relieve psychological cravings. The use of a MAT program improves patient survival, increases retention in treatment, decreases illicit opiate use and other criminal activity, increases a patient's ability to gain and maintain a job, and improves birth outcomes for pregnant women with substance use disorders.²

The addition of a Medical Detox unit monitored 24/7 and the MAT program allows us to treat women with substance abuse issues from the beginning of their journey to sobriety through community reintegration while significantly decreasing their likelihood of relapse.

¹ Smyth BP, Barry J, Keenan E, Ducray K. Lapse and relapse following inpatient treatment of opiate dependence. *Ir Med J*. 2010;103:176–9. [PubMed] [Google Scholar]

² U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Retrieved from <https://www.samhsa.gov/medication-assisted-treatment>



“THERE’S NO
PLACE LIKE
HOME.”

Mending Hearts has undergone a significant facelift on our campus by adding three new homes for the women through generous grants from the Tennessee Housing Development Agency (THDA) and the Barnes Housing Trust Fund. Tearing down homes built in the ‘60s and replacing them with new energy-efficient homes powered by solar panels allowed us to upgrade our residential facilities while reducing our carbon footprint. Each home houses eight women with shared living spaces and a kitchen to provide them with a real home while they are in treatment.

Beyond the new homes, we have refurbished one of our older homes and entirely rehabilitated our Residential Treatment Center, which houses our new Medical Detox Center in one of the units. Our goals for the near future are to demolish and rebuild one more house on Albion Street and replace it with a new home matching the others in energy efficiency and rehab another residence, Grace House. The comfort and comradery these new homes provide our women is an integral part of their recovery. We are so grateful for these grants and generous donations that made it possible.

“

Having a staff that understands what you've been through – that know the inside and out of addiction and not just what you learn in a textbook makes a world of difference.”



MENDING HEARTS

2020 IMPACT

DEMOGRAPHICS

 **347**
Women Served



Age at First Use
Under 17
81%



Have Children
58%



70%
Referred Through
Criminal Justice
System

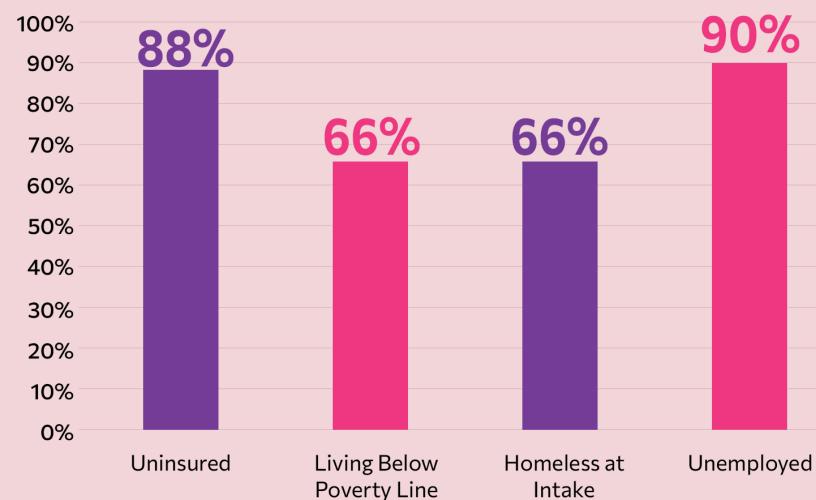
FACTORS CONTRIBUTING TO ADDICTION

 **90%**
Mental Co-occurring
Disorders

 **75%**
Victims of Domestic
Violence

 **66%**
Financial Stressors

ECONOMIC STATUS



SUCCESSFUL IMPACT



87%
Remained Drug
and Alcohol-free
While in Program



71%
Employed by End
of Program



Completed Treatment
74%
VS
65% National Average
(SAMHSA)



93%
Stayed Out of Criminal
Justice System



Mending Hearts

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ALUMNI CORNER

Hearing from our alumni who have left Mending Hearts and have not just overcome their addictions but are thriving in their sobriety is what keeps our staff and current clients motivated. We are highlighting a few of the women who have completed our program and are now leading productive and joyful lives. We are so proud of ALL of the women who have walked through our doors and completed the hard work necessary to turn their lives around!

JOYS

Joy was a client at Mending Hearts from 2015-2016. She has been clean since 5/25/15. She is now the General manager at a local restaurant, has her own home, and now has a 2 1/2-year-old daughter!

WENDY W

Wendy was a client at Mending Hearts from 2019-2020. She has been clean since 10/22/18. Wendy has her own home and gainful employment. She has gotten her daughter back and she also cares for her elderly mother.

BRITTANY H

Brittany was at Mending Hearts from 11-12-18 to 5-28-19. She has remained clean since 11/13/18. Brittany is a house manager for a sober living agency and an Administrative Assistant for Mending Hearts. We congratulate her on her recent engagement!

JANUARY L

January came to Mending Hearts from 10-5-17 to 7-21-18. January has her own home and works as a Peer Support Manager for Mending Hearts. She recently obtained her certification as a peer recovery specialist. She has remained clean since 5/9/17.

SUMMER W

Summer entered the Mending Hearts program in February 2018 and completed the program in May 2020. Abstinent since 01/28/18, Summer now has her own home and is the assistant general manager at a local restaurant. She recently got her driver's license back. She is giving back by sponsoring women in recovery.

SARA H

Sara was a client at Mending Hearts from 01-08-19 to 09-04-20. Clean since 01-08-19, she has her own home and has gotten her children back. Sara is working for a Treatment program in East Tennessee.

Mending Hearts believes in second chances

Alumni Hired by Mending Hearts in the past year:

Jacquelyn W – Peer Supervisor
Kelly A. – Peer Supervisor
Amberly H. – Peer Supervisor
Rachel – Case Manager in Treatment

FULL OF GRATITUDE

Donors and Volunteers have always been the lifeblood of Mending Heart's existence, but this year your generosity of donations and time was more needed and appreciated than ever before. Mending Hearts has always run on a very tight budget, so the dollars, hours, and pro-bono work generously given allows us to provide things to our women that we would never have the money to afford otherwise. We cannot thank you enough for helping make these women's journeys a little easier through your grace.

Finn Partners – Mending Hearts Rebranding

After 17 years, Mending Hearts has a new logo and brand. Finn Partners, a global advertising and public relations firm with a Nashville presence, very generously produced a whole new rebrand for Mending Hearts pro-bono that reflects the transformation that happens to women as they go through our program. Our new logo represents heart reminiscent of a stained-glass window. Like the women who come to us for help, the individual pieces of glass used to make the stained-glass window are broken, sharp, and uneven. But when they are joined together with metal to give them strength and create something whole, it transforms into a work of beauty, just like our women. The thoughtfulness and work that went into our new logo and branding were incredible—our gratitude to everyone involved in this project at Finn Partners.

William Sullivan's Eagle Scout Project – Meditation Garden

William Sullivan, a recent graduate of Montgomery Bell Academy and a member of Boy Scouts Troop 31, chose Mending Hearts as the beneficiary for his Eagle Scout Project. Throughout four weekends, William and 25 of his fellow Scouts transformed a barren side yard into a beautiful Meditation Garden for Mending Hearts' women. With beautiful landscaping, a gravel walking path, a fountain, statues, and benches, this oasis is a place for our women to practice their meditation or have a quiet place to work on their steps of sobriety. Huge thanks to William and the volunteer Scouts of Troop 31!



Brody Snell's Eagle Scout Project – Residential Treatment Center Courtyard

Brody Snell, a current senior at Montgomery Bell Academy and another member of Boy Scouts Troop 31, also chose Mending Hearts as the recipient of his Eagle Scout Project. Brody's project was a beautiful ending to our renovation of our new Residential Treatment Center Courtyard. He and his fellow Scout volunteers did a total makeover of a courtyard behind the Treatment Center, turning it into a serene place for the women to congregate. The renovation included landscaping, installing paver stones, painting, building a fence and gate, and bringing in new outdoor furniture. The transformation was remarkable! Thank you so much, Brody and the volunteer Scouts of Troop 31!



Mother Daughter Serving Circle - Furnishing Two Homes

The Mother-Daughter Serving Circle (MDSC) is a local organization of mothers and daughters from various churches and schools that foster mother/daughter relationships through hands-on community service. They have been doing projects for Mending Hearts for numerous years, but this year they did double duty by decorating and furnishing 16 bedrooms and six bathrooms of 2 of our new residential homes. Thanks so much for the incredible work and time spent to provide our women with two beautiful new homes to live in while they work on their recovery.



Montgomery Bell Academy

After completing his Eagle Scout project for Mending Hearts, William Sullivan approached MBA to ask for Mending Hearts to become one of the school's community service partners. After he provided a background paper on Mending Hearts and arranged a meeting with Trina, they gave a resounding "yes"! Subsequently, the young men of MBA have been coming to our campus regularly to help with everything from spring and fall campus cleanups to preparing and serving special home-cooked holiday meals for our women. Their generosity of time (giving up Saturday mornings!) and the kindness and respect they show to the women demonstrate these young men are living up to the first pillar of MBA's mission: "Gentleman, Scholar, Athlete."



Project Redesign

Project Redesign is a local nonprofit that provides room makeovers for nonprofits for low-income families and has been a long-time partner with Mending Hearts to furnish our homes. Using donations of household furniture and decorative items, they have worked their magic on almost every residence on our campus. This year they furnished the living spaces of 3 different homes and furnished the entire 4th home.



“

I have never in my life lived in a home this nice! It means so much to me that they would do this for strangers.”

Saginaw Valley State University

A group of 12 students from Saginaw Valley State University generously donated their entire spring break week doing community service for Mending Hearts as an "Alternative Spring Break." A special thanks go out to these women for giving their time and energy to us.



Rutgers University

Thank you to the twelve students from Rutgers University who came in January to spend a week with us doing community service for Mending Hearts!



SHOUT OUTS

KATE BOSTICK – a rising sophomore at Furman University majoring in Poverty Studies, spent her summer this year doing an academic internship with Mending Hearts. Kate's experience from volunteering in high school with her mother through MDSC and Project Redesign projects at Mending Hearts helped her decide on her major.

CAMILLE BOSTICK – older sister of Kate (and same story of working with MDSC at Mending Hearts) for volunteering her time and talent to help us film and edit a whole series of short videos of "Women's Stories." They are being posted on social media to raise awareness of women in addiction.

CHANDLER STRAUSS for organizing a group of Vanderbilt students to assist our women with job applications, resumes, and job skills

LAURA LITTLE for organizing a women's Christmas shop, allowing them to pick out presents for their children (with donations from Costco and Publix)

JANET WARFIELD for donating cloth masks for our entire campus at the beginning of the pandemic when masks weren't readily available

ED KENDALL, former city councilman for District 21, for providing an ice cream event for the clients and staff of Mending Hearts

BRENTWOOD UNITED METHODIST CHURCH CHOIR CONCERT for not only inviting our women to attend but making Mending Hearts the beneficiary of all the donations from the concert!

HILLWOOD PRESBYTERIAN CHURCH for hosting a Luncheon for women of Mending Hearts

BELMONT COLLEGE for bringing students out for a Mending Hearts Service Day

HOSPITAL CORPORATION OF AMERICA (HCA) for bringing volunteers to campus for Community Day in the Fall

OTTER CREEK CHURCH OF CHRIST for the numerous years of their congregants providing Christmas presents to our women.

OTTER CREEK CHURCH OF CHRIST for hosting an annual Nashville Shores "Day Out" along with beach bags full of goodies for the women of Mending Hearts.

Community Partners

Project Return
Meharry Medical School
Nashville General Hospital
United Neighborhood Health
Lentz Public Health Center
Faith Family Medical Center
Matthew Walker Comprehensive Health Center
The Family Center
Vanderbilt Community Health
Trevecca Nazarene University
Middle TN State University
Belmont University

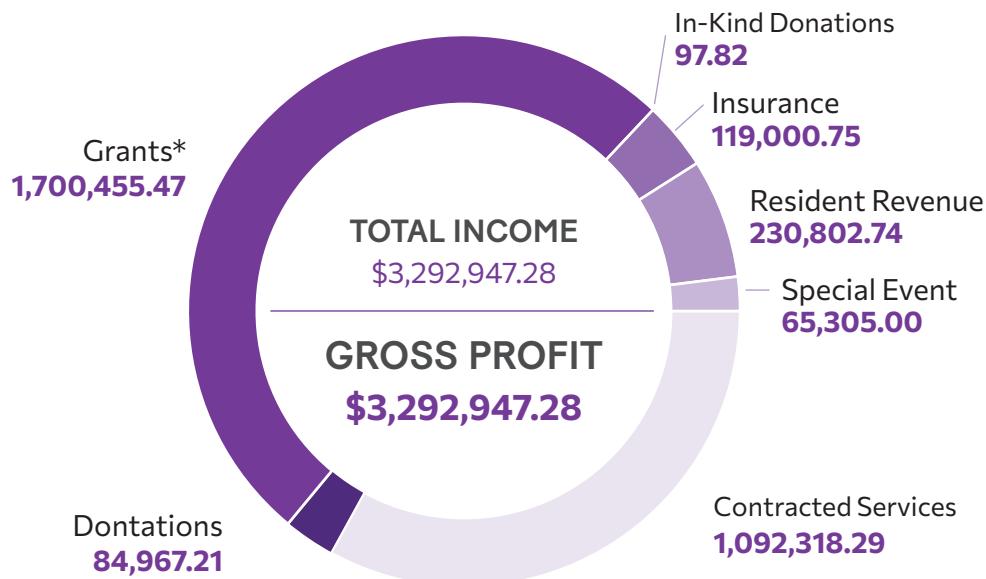
TN State University
Nashville State
Sexual Assault Center
YWCA
Buffalo Valley, Inc.
Cross Point Church
Brentwood United Methodist Church
West End United Methodist Church
Otter Creek Church of Christ
Harpeth Hills Church of Christ
Hillwood Presbyterian Church
Second Presbyterian Church
Project Redesign

Goodwill
Dream Center
Whole Foods
Restaurant Depot
Jason's Deli
Jimmy John's
Mental Health Co-op
Turnip Truck
Journeys of Hope
Recovery Court
Nashville Drug Court
Nashville Cares
Park Center

MENDING HEARTS INC PROFIT AND LOSS

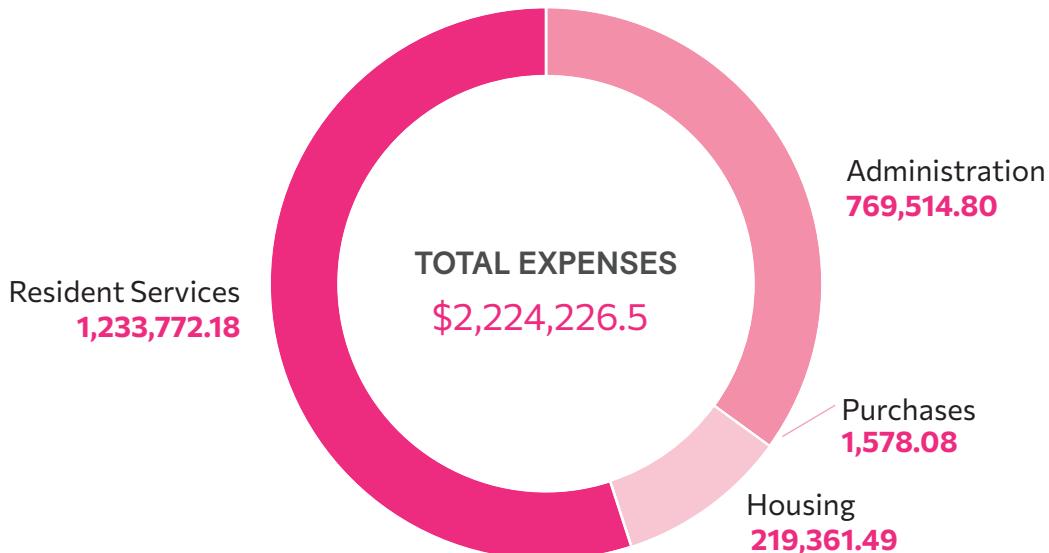
July 2019 - June 2020

Revenues



* \$925,199 allocated to housing, renovations and van

Expenses



CHANGE IN NET ASSETS BEFORE DEPRECIATION:
\$1,068,720.73

Unaudited Financials



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